

DHHS DATA PROCESSING TEAM LEADER

DESCRIPTION: Under general supervision, provides work guidance to other members of a Social Services data processing team; maintains and operates the scanner equipment and data entry equipment; performs related work as required.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Schedules, distributes/balances, and guides the work assignments of, and solves problems for, team members in accordance with established work flow or assignment requirements to assist supervisory staff in the timely accomplishment of the assigned workload.

Reviews and reports on the work performance of team members to determine overall conformity to established timetables and quality standards, and to document and communicate employee production levels and training needs to supervisory staff.

Trains team members in specific task and job practices and procedures of operating the scanner and data entry equipment to improve and maintain employee performance levels.

Operates scanner, filming, and edit correction equipment to enter information into computer storage and to verify accuracy of data scanned by other team members; maintains the equipment. Operates data entry equipment to transcribe data from source documents or records in computer storage and to verify accuracy of data entered by other team members.

Records information in files, records, or logs to document and provide information on work activities and occurrences for making decisions on workload, budgeting, and staffing.

Sorts and batches forms, documents, and other records to be entered into computer storage to document the type and number of records entered and to process work in a prescribed manner.

Files and retrieves documents to be entered into computer storage to facilitate uniform storage and retrieval of information.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (These may be acquired on the job and are needed to perform the work assigned.)

Knowledge of: the operating procedures for the team's scanning and data entry equipment; the agency's screen formats; the agency's policies and procedures as they pertain to scanning and data entry operation.

Ability to: identify possible errors contained in source documents; explain procedures and work assignments to team members; instruct team members in scanning and data entry equipment; assign and monitor the work of team members.

ENTRY KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (Applicants will be screened for possession of these through written, oral, performance, and/or other evaluations.)

Knowledge of: scanning and data entry techniques and procedures; the techniques of guiding the work of others.

Ability to: operate the team's scanning and data entry equipment; file and retrieve materials using alphabetical and numerical filing systems; code information in accordance with an established system; read and understand scanning and data entry equipment operating manuals; communicate effectively.

JOB PREPARATION GUIDELINES: (Entry knowledge, skills and/or abilities may be acquired through, BUT ARE NOT LIMITED TO, the following coursework/training and/or experience.)

Any combination of training and/or experience that will enable the incumbent to possess the required knowledge, skills, and abilities. A general qualification guideline for positions in this class is education or experience in operating, scanning, and data entry equipment.